



COUNTY OF SAN DIEGO NEWS RELEASE

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COUNTY CELEBRATES CUSTOMER SERVICE WEEK *County Proud to Serve San Diego Residents*

In honor of National Customer Service Week (Oct. 4-8), the County of San Diego's Customer Service Department is celebrating its achievements and looking for new ways to improve service.

In the last five years, the County has collected more than 54,000 Countywide Customer Satisfaction Surveys. The County uses feedback from its customers to update processes and provide staff training, so service quality continually improves. The results from the November 2003 survey collection yielded positive feedback. The employees of the Clerk of the Board of Supervisors achieved 100 percent customer service ratings and 15 departments achieved 95 percent customer satisfaction or greater.

"We're proud that we're earning the respect and support of San Diego County residents by providing superior services in terms of quality, timeliness and value," said Wendi Pomerance, Customer Service Manager.

National Customer Service Week was proclaimed a national event by the U.S. Congress in 1992 after U.S. Senators Robert Dole and Nancy Kassebaum championed legislation supporting the event. The five-day celebration, observed during the first full week in October, offers organizations an opportunity to recognize their customer service staffs.

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